2016 Family Manual

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Introduction and Welcome

Dear Parents and Family Members!

Thank you for taking the time to support your girl's experience in the 2015/16 Cookie Sale. It is through your leadership, support and guidance that girls will explore the many skills and experiences associated with the sale.

It is my hope and that of the Girl Scouts of Southern Nevada team, that this manual provides you with all the tools and support you need for a successful sale, so you can focus on having a great time with your girls.

80% of female entrepreneurs are Girl Scout Alumni!

That is not by accident, it is through the tireless support of parents, other family members, and volunteers like you that Girl Scouts has and will continue to build the next generation of great business women.

Sincerely,
Liz Ortenburger, CEO
Girl Scouts of Southern Nevada

P.S. Thank you for <u>all</u> you are doing to help girls.

My Troop Cookie Manager (TCM)

Name: _____ **Phone:** _____

Address: _____

E-mail: _____

Family Calendar for Success

Date	What's Happening
December 14	Cookie Order cards are received by the girls to ask friends and family
January 10	Estimated orders from the girls are due to the Troop Cookie Manager (TCM)
February 5-6	Super Saturday Mega Drop ~ TCMs pick up Troop Cookies
February 5-6-7	TCMs distribute cookies to girls and Sale Starts ~ Walkabout Sale Begins (see Walkabout section for details)
February 7-March 6th	Cookie Sale in full swing-be sure to turn in cookie money to TCM regularly & deliver cookies to the customers
February 12	Cookie Booth Sales Start (See your TCM for scheduling)
February 16	Last day for the girls to return unsold cookies to the TCM
March 6	Final Day of the Sale
March 7	All funds collected are due to the TCM

Why a Cookie Program?

The Cookie Program is an incredible foundation to the five skills of our entrepreneurial program. Skills such as Money Management, Business Ethics, People Skills, Marketing and Goal Setting are skills we can use throughout our lives. We begin teaching these skills with our Fall program and work on them in more depth during the Cookie Program. In addition, troops earn the programming money needed to run their troop throughout the year. The Cookie Program helps your troop earn the funds needed to budget and make goals obtainable. We can teach our girls about work ethic and earning their way by participating in the Cookie Program.

Did you know that participating in a Cookie Program helps build self-esteem? Learning that you can set a goal, budget for your needs, create a marketing plan and then go and make it happen, teaches our girls to believe in themselves far better than any "self-help" training. When we learn that we can find skills within ourselves, and achieve goals that others find difficult, we establish a foundation of belief that "I Can", "I Will" and "I Did." This is an incredible thing to have in your skills "tool box!". We hear every year from parents whose girls are off to their first job or college. They are so thankful that their daughters are prepared to take on new adventures specifically because they participated in and "worked" the cookie sale. Girl Scouts of Southern Nevada (GSSNV) thanks you so much for your help and participation in helping your girl(s) during this exciting time.

Meet the Cookies

This year's lineup includes 9 cookies (same as last year):

Gluten Free Trios

Chocolate chips nestled in a gluten free peanut butter oatmeal cookie. Millions of Americans can't tolerate eating food with gluten – so ABC bakers has created a delicious cookie just for them! Made with real chocolate chips, real peanut butter and certified gluten free whole grain oats. Time to pre-order Gluten Free Trios ended September 15, 2015; however you can check the Troop Services or Service Unit Facebook pages for TCMs wishing to purchase/transfer. There are no returns or buy-backs for Gluten Free cookies.

Gluten Free Cookies Cost More

Our gluten free cookies are priced differently than our traditional boxes of cookies. The Gluten Free Trios cost more to produce and as such, our cost from the baker is significantly higher. We are passing that cost on to the purchaser. The gluten free cookie, called the Trios, is priced at $6.00 per box and/or $72.00 per case. When these cookies are gone, we cannot order more. All Gluten Free Trios orders will be tracked through our SNAP+ online cookie system (new this year), meaning girls will receive rewards based on these sales. The troop will receive their same proceeds level. When you sell cookies to your customers, be aware of the pricing difference. Please make sure that you add your Initial Order of Gluten Free into SNAP+ along with your other Initial Order. This allows you to transfer Gluten Free Cookies from **troop-to-troop and allows you to pick up your Gluten Free cookies at the designated Mega drop site, with your Initial Order.**

Cranberry Citrus Crisps

Crispy cookie, made with whole grain, full of tangy cranberry bits and zesty citrus flavor. This crispy cookie is filled with 9 grams of whole grain! Made with real fruit, this cookie has **no** high-fructose corn syrup, and **no** artificial colors, flavors or sweeteners. This cookie is available for your **INITIAL ORDER ONLY**. No reorders can be placed for this cookie and there are no returns or buy-backs from GSSNV.

Lemonades

Help to celebrate the Lemonade's 10 year Birthday party by ordering plenty of Lemonades!

Cookie Kick-Off

Our Cookie Kick-Off will be at GSSNV on January 30, 2016. We will have booths and GSSNV will provide a patch that can be earned. We will have many fun-filled activities planned; including the "Dunk the CEO". Watch for updates on our website at www.girlscoutsnv.org and Facebook to this event.

Come join the fun!

Cookie Bakers

There are two bakers in the United States that bake Girl Scout Cookies. Each GSSNV chooses which baker they would like to use. We are proud to have our cookies baked by ABC Bakers (America's Best Cookies, a division of Interbake Foods). GSSNV is contracted with ABC through 2016.

Although they have different names for them, both bakers bake the classic five varieties (Thin Mints, Caramel deLites, Peanut Butter Patties, Peanut Butter Sandwiches and Shortbread), but have the option of three additional varieties. The recipes of the two bakers for the classic five cookies are similar, but not exact.

COOKIE INFO
• $5.00 per box, Gluten Free $6.00 per box
• $60.00 per case, Gluten Free $72.00 per case
• Nutritional Labeling on Every Box
• NO TRANS FATS
• No artificial preservatives
• Open Code Dating (putting a freshness date on each package)
• Freezes Well
• Baked especially for Girl Scouts

How the Cookie Crumbles~ for each $5.00 box of cookies:

- Cost of cookies $1.02
- Girl Rewards (patches, trips, other recognitions) $0.16
- Troop Proceeds (if all guidelines and rules are followed on time-$0.95 if not) $1.00
- GSSNV Proceeds* $2.82

*GSSNV Proceeds-Supports all aspects of the GSSNV strategic plan; to learn more, go to www.girlscoutsnv.org.

Knowing that the baker only receives $1.02 per box and that the remaining $3.98 goes directly to the local Girl Scouts of Southern Nevada is important for the girls to know.

How the Cookie Crumbles~ for each $6.00 box of Gluten Free cookies:

- Cost of cookies $2.25
- Girl Rewards (patches, trips, other recognitions) $0.16
- Troop Proceeds (if all guidelines and rules are followed and on time-$0.95 if not) $1.00
- GSSNV Proceeds* $2.59

*GSSNV Proceeds-Supports all aspects of the GSSNV strategic plan; to learn more, go to www.girlscoutsnv.org.

Cookie Booths

Cookie Booth Dates

The official start of Cookie Booths is February 12th and will run through the end of the sale ending on March 6th.

Where To Set Up Your Booth

Booths are set-up through GSSNV in cooperation with troop leaders and store managers. Troops are allowed to set up their scheduled booths at the store entrances/exits, per the GSSNV's agreement with the store manager. Troops can place signs at parking lot entrances but cannot set up their booth at the parking lot entrance, driveway, street median, or landscape. Troops or parents are **NOT** permitted to sell cookies out of the trunk or back of their car. See Illegal Booths section.

Booth Safety Guidelines

- Troops may only schedule two consecutive booths at the same location(s) on any given day. No troop may dominate a booth location.
- Make sure you have a signed parent permission form, in order for the girls to be covered by insurance and be allowed to sell cookies
- Ask customers to purchase cookies only as they are *leaving* the store.
- The number of girls at a booth should be reasonable-do not take your whole troop to the booth. Recommend 4 to 6 girls, and two adults.
- Do not have a tip or donation jar in your booth.
- Please pack up 10 minutes early, so the next troop can sell at their starting reserved time.
- Count your money and product in a safe and secure location, away from the booth.
- Safeguard your cash at all times. Periodically remove the cash at the booth, taking it to a secure location.
- Keep your booth clean and orderly. Try to keep food and drink away from the cookies as much as possible. Remove all trash with you when you leave the booth area.
- Have change available. Never ask the host business for change.
- Do not leave cash visible to customers. Only older girls and adults should handle the cash box. Girls can give "change" but large bills should be handled by older girls or adults.
- Do not accept bills larger than $20.00 or personal checks.
- No smoking ecigarettes or evapes at the cookie booths.
- Girls cannot be unattended by adults for any amount of time.
- Daisies cannot sell after dark. Therefore, evening booths should not be scheduled for Daisy troops. Multi-level troops can schedule evening booths but can't schedule Daisies to work those shifts.
- Girls NEVER sell alone. Girls must always have an adult with them; including Ambassador Girl Scouts. The ratio is a minimum of two adults for every two girls.
- Parents should know exactly where the girls will be selling cookies and when they will be home.
- Girls need to dress appropriately and be polite.
- Girls **MUST** wear a Girl Scout uniform or Girl Scout T-shirt or sweater to be recognizable.
- Girls should know their personal and troop goal.
- Girls must know "How the Cookie Crumbles."

Illegal Booths and Penalties

Girl Scouting is built upon the promise and law, being honest and fair is a core belief for the movement; as such GSSNV wants to ensure that we are all doing the right things during the cookie sale. It is our sincere hope we will not have to deal with any illegal booths this year.

Illegal Booths:

Examples of illegal booths include, but are not limited to, the following:

- any location that is not set up in SNAP+ (cookie program for leaders) to be reserved by a troop
- any place that is unsafe;
- selling cookies from the trunk of your car;
- selling cookies on a park bench or picnic table in a park;
- selling cookies on the side of the road;
- violating the required adult/girl ratio;
- selling at a booth that has been reserved (via booked in SNAP+) by another troop; and/or
- a wagon full of cookies that is parked, unless you are actively making a transaction (if the wagon is moving- it is okay);

- setting up a booth during the walkabout period (see Walkabout section)

Penalties:

Once we have confirmation of an illegal booth (see below for whistle blower details), the troop will forfeit the $0.05/box incentive for the entire sale. The troop will be fined $250 for the first confirmed offense; $500 for the second; $1,000 for the third, and forfeiture of all troop proceeds for the fourth offense.

A decision will be made by GSSNV to determine if you will be allowed to participate in cookie or other product sales in the future. See Girl and Adult Code of Conduct section further in this document.

Confirmation of an illegal booth is defined as clear picture or video of the illegal booth and the participants (if determinable), with a date and time, including the troop number, if visible. A phone call to GSSNV does not constitute confirmation of an illegal booth. See Whistle Blowers section below.

We are trying to be as fair as possible and give all troops the same opportunities for cookie sales. Honest and fair is the Girl Scout way. **Please lead by example.**

Whistle Blowers

In an attempt to be sure that all complaints during the Cookie Sale are fully substantiated honestly and fairly, the following guidelines have been implemented:

- Third-party complaints will not be accepted. The person with the complaint must be the person who saw it, heard it, read it, or was directly involved in it.
- You must be willing to put your complaint in writing and sign your name if requested.
- You must be willing to back up your complaints with examples. Random, vague complaints will not be accepted.
- If you are going to lodge a complaint, you must be willing to face your accused. Accusers will no longer be kept confidential.
- Confirmation of an illegal booth is defined as clear picture or video of the illegal booth and the names of the participants (if determinable), with a date and time, including the troop number, if visible. A phone call to GSSNV does not constitute confirmation of an illegal booth; but rather the first step in advising GSSNV of an illegal booth.

Questions About Booths

If you have any questions or concerns before, during or after your booth sale, be sure to contact your Troop leader, Service Unit Product Sales Manager or Council, not the store manager.

Cookie Booths at Your Own Business

NOTE: This **ONLY** applies to Service Unit Product Sales Managers and TCMs and parents of Girl Scouts that **OWN** their own business. It does **NOT** apply to a parent or Service Unit Product Sales Manager or Troop Cookie Manager who *works* at the business and doesn't own it.

If a Service Unit Product Sales Manager or TCM or parent (**ONLY, not a relative or friend**) owns a business and wishes to have their Troop sell cookies there, they can do so under the following guidelines:

- Booth coordination and scheduling will be handled through the **Service Unit Product Sales Manager**. Owning a business does not allow you to create your own booth sale hours or dates. All GSSNV booth guidelines must be followed regardless of ownership.
- A "*Booth Sale Authorization Form*" must be submitted and approved.
- All Cookie Booth Guidelines and limits apply.
- The location CANNOT be used exclusively by the troop and MUST be shared with ***all*** troops as part of the Lottery System.
- Girl and adult ratios apply~ Minimum of two adults with two girls must be present during troop booth times.
- Cookies CANNOT be displayed on the counter when the troop isn't scheduled for a booth during that time, even if you own the store where they are being displayed. Cookie Sales are a girl led program.

Booth Hours

Booths will be scheduled as follows (dependent on store restrictions):

- Monday through Friday ~ 1:00 pm through 8:00 pm
- Saturday and Sunday ~ 8:00 am through 8:00 pm
- Daisies cannot sell after dark!

Booth Staffing

Booth Sales are a Troop Function

A minimum of two adults with two Girl Scouts must be present at all times during troop booth sales. One adult must be registered. The other adult can be a mom, dad, grandparent, or any ***responsible*** adult over the age of eighteen. Never have more than four girls per door. Two-door stores may have a maximum of four girls on each door, if the store allows, please verify with your troop leaders

During Your Booth

- Girls AND adults should wear Girl Scout appropriate attire (uniform/Troop t-shirt preferable). Girl Scout membership pins should always be worn. Be conservative~ no short-shorts or low cut shirts!
- Siblings and pets MUST be left at home. Tag-a-longs (non-registered Girl Scouts) are not allowed at a booth sale.
- Girls should take their breaks away from the booth and **NEVER** eat at a booth.
- Do NOT allow girls to block store entrances or exits. Customers should be approached only upon exiting the store. Abide by store rules!
- Leave your area clean by taking trash bags and taking your **trash home with you.** Bring your own equipment and supplies. Use a covered table to display your cookies, and use advertising posters, troop banners, etc., for your display. See Bling Your Booth section.
- Always keep boxes/cases off the ground, even when setting up or breaking down your booth. Utilize shopping carts, wagons, empty cookie boxes turned upside down, etc.
- **Take all of your cardboard cases** with you. Do not leave them at the store or in the store's trash cans. Remember, Girl Scouts leave a place cleaner than they found it.

Cookie 911 Hotline

Again this year, we will be participating in the Cookie 911/Hotline program. We hope this is helpful for those Volunteers that are in booths and find themselves out of a particular cookie.

The purpose of this is for:
(1) GSSNV staff to get out to the cookie booths and spread good cheer and appreciation to the Volunteers who are out with the girls, selling cookies and
(2) to deliver cookies to a booth that has unexpectedly run out of cookies. We will give our best efforts to deliver needed cookies, but it cannot be guaranteed, due to the time and distance the crew might be to your particular booth location.

- Cookie 911 is for emergency orders only—only if a troop has run out during weekend hours (Saturday and Sunday). This is not meant to replace your regular orders or deliver cookies which should be picked up at Council.
- Maximum request should be 4 cases, provided we have enough in the vehicle.
- If the 911 crew delivers cookies to your booth, you will be asked to sign a responsibility form, accepting financial ownership for taking the cookies.
- The cookie hotline number is 702-539-5777. Please give the person you talk to your name, troop number, location, and what cookies you want delivered. Also, you might want to let us know what time your booth closes so we can let you know if we will be able to make it there before it closes.
- The 911 crew will be operating on Saturdays and Sundays, between the hours of 9am-7pm.
- If the 911 Crew doesn't have any orders to deliver at any given time, they will be cruising the Las Vegas valley, looking for booths to visit.

Staff hopes to see you during the Cookie Sale!

Setting-Up and Closing Down Your Booth

- Please be courteous of the next troop coming to sell cookies.
- Begin and end on time.
- Please arrive 10 minutes early before your booth time, and introduce yourself to the troop.
- If you arrive early, be respectful of the troop scheduled before you, so that you don't interfere with their sales.
- Likewise, be prepared to depart when your scheduled time is up, by packing up your booth about 10 minutes before the next booth time.
- When arriving for your shift, sales **PRIOR** to your scheduled starting time are **THEIRS**; sales **AFTER** your scheduled starting time are **YOURS**!
- When ending your shift, sales **PRIOR** to your ending time are **YOURS**; sales **AFTER** your ending time are **THEIRS**.
- You can finish the sale that you are working on, but all additional sales belong to the next troop.
- If a customer promises to buy cookies on their way out but doesn't leave prior to your ending time, then you forfeit the sales to the next troop.
- We are sisters in Girl Scouting at all times. Although it may take you time to pack up your booth, the area must be cleared so that the next troop can begin selling immediately when their time begins. Remember that you are the example your girls will be looking up to for good behavior.

Collecting Money

Have change available. **Never** ask the host business for change. Do not leave cash visible to customers. Only adults, and older girls, should handle the cash box. Girls can give "change" but large bills should be handled by adults, or older girls. Do not accept bills larger than $20.00. *We will not reimburse counterfeit money this year.*

NO Special Sales, Discounts, or Raffles Allowed

The price of Girl Scout Cookies is non-negotiable. They are $5.00 per box, period; with the exception of the Gluten Free cookie, which is $6.00 per box. Troops cannot offer their own special promotions. The only special promotions allowed will be those that are offered GSSNV-wide. Offering special promotions such as: buy one/get one, half-price, discount, etc., are **not** allowed. Raffles and opportunity drawings (buy XXX and get a chance to win XXX), although creative, are also **not** allowed. Please note that any of the above may risk the non-profit status of the entire Girl Scout sale and the organization.

No Selling Cookies After the Sale Ends

The Cookie Sale runs from February 7th through March 6th. The Girl Scout Cookie Sale is so successful, in part, because the cookies *are only* offered for 6 to 8 weeks of the year. Selling cookies after the March 6th ending date undermines the integrity of the sale. Whether these cookies are unsold or paid for and being re-sold, it is absolutely NOT allowed via booth sales or any public forum. You may continue to sell to friends and families anything unsold up to April 1st.

Please note: the sale ends March 6th; at that point all rewards are tabulated. No sales after March 6th count towards rewards. All Rewards are calculated on cookies that the girls sold DURING the sale, not on cookies still waiting to be sold.

Bling Your Booth!

With Bling Your Booth, troops can not only attract new customers and increase cookie sales, but the troop with the most votes will win a grand prize!

Participation is easy:
1. Pick an original cookie booth theme, like tropical, girl power, or glitz and glam-it's up to you.
2. Use cool color combinations.
3. Create fun posters with your cookie goals, lots of awesome pictures and maybe add balloons!
4. Dress up, and use colored lights to invite customers to a cookie party.
5. Have fun with it! Add anything that makes your booth stand out from the crowd.

Sounds fun, right?! Rally your friends and family to vote for your booth; the troop with the most votes wins **big**!

The ***SIX*** Girl Scout troops with the most votes will win $500!

Go Girl Scouts!

Check out www.abcsmartcookieu.com/index.php/gusa/bling-your-booth for more information.

Walkabout Period

Girls are allowed to go door-to-door anytime throughout the sale with cookies in hand. However, the official Walkabout Period in which the girls can go door-to-door prior to the start of booth sales is February 7th-11th. This is when they establish their customer foundation. Girls can walk around their neighborhood with their cookies in a wagon or cart. Girls may decorate their cart or wagon if they wish to make it more fun!

Door to Door Cookie Sale Guidelines:

- Never go inside someone's home while selling cookies. Girls should stay outside the home where they can be seen from the street.
- Girls should never accept food or beverages while selling.
- Girls should leave all pets at home while selling, unless a working animal companion is necessary; i.e., seeing eye dog.
- Girls should not go into a yard if there is a dog or a closed gate/fence.
- Girls may not sell cookies door-to-door after dark.
- Girls must never give their last name or phone number while selling.
- When loading and unloading cookies, lift with your knees, do not bend at the waist.
- GSSNV policy states that a parent or other responsible adult must provide adequate supervision while girls are going door-to-door.
- The TCM's or other designated adult's telephone number should be given for reorders or complaints. **Girls should <u>never</u> give out their telephone number.**

Lemonade Style Stand

Girl Scouts can also set up a table in their own front yard, as it is considered similar to a "lemonade stand." Girls are **NOT** allowed to set up a booth or walk through any retail area such as a mall or shopping center. Setting up a table with a display of cookies inside or in front of a business is considered to be a **booth** and also **NOT** allowed during the Walkabout Period (this rule applies even if the business is owned by a member of the girl's family).

Guidelines for a lemonade style stand that is set up in your front yard include:

- Girls **MUST** wear a Girl Scout uniform or Girl Scout T-shirt or sweater to be recognizable.
- Cannot have a lemonade style stand without a Girl Scout and adult present.
- The lemonade style stand may be operated anytime during the sale, including the Walkabout period.
- No sales after dark. Booth hours do not apply here, but common sense does.
- Make sure your lemonade stand is tasteful and Girl Scout appropriate.
- Please follow city rules for signs; making sure that they are up during time of sale, and removed at dark every day.
- DO NOT SET UP on a street corner, on sidewalks, in a dangerous area, street medians, outside of fencing or walls, or in the trunk of your car.
- If a Girl Scout lives in Apartments/Condos; with manager permission, she may set up in a "common area" inside of the complex.

Permission Slips & Special Activity Forms

Troops will receive a "*2016 Family Manual*" for each girl. The **Permission Slip** is included in the manual and online and MUST be completed and signed by the parent/ guardian **PRIOR** to the girl participating in the sale in **ANY** way. This covers both the participation in the sale and the selling of cookies door-to-door and at cookie booths. The **TCM** will keep the printed and signed Permission Slips throughout the sale. They do not get turned into GSSNV.

Distributing Cookies to Girls

Distributing the cookies is one of the most important things to keep track of, and as it can be a little cumbersome here are some best practices and procedures to help:

1. Please remember girls are not required to sell cookies, even if they committed during the goal setting and cookies were ordered on their behalf. Since cookies haven't been sold in advance of pick-up, (except for the friends and family pre-orders) the parent or guardian should not pick up more cookies than they feel comfortable accepting.
2. Be sure to give a signed receipt for ALL cookies you give out, even one box, and this will help immensely at the end of the sale as paperwork is reconciled. Make sure to have the parent count the number of boxes before signing the receipt, and taking possession of the cookies. Keep the white receipt copy for your records.
3. It is recommended that you **not** distribute more than **200** boxes per girl at any one time. It's better to have girls come back for more, rather than having them return unsold cookies later. The recommended variety breakdown for distribution is as follows:
    - Three Cases (36 Boxes) Thin Mints
    - Three Cases (36 Boxes) Caramel deLites+
    - One Case (12 Boxes) Peanut Butter Patties
    - One Case (12 Boxes) Peanut Butter Sandwiches
    - ½ Case (6 Boxes) Shortbread
    - ½ Case (6 Boxes) Lemonades
    - ½ Case (6 Boxes) Thanks-A-Lots
    - ½ Case (6 Boxes) Cranberry Citrus Crisps
    - Gluten Free Cookie distribution is based on what your troop orders.
4. The majority of the cookies that have been checked out from the troop **must** be paid for before receiving additional cookies. Girls are allowed to trade varieties with troop "stock" as needed. **REMEMBER:** Gluten Free Trios and Cranberry Citrus Crisps cookies are not allowed to be traded-in to GSSNV.
5. Make sure that the cookies that you are distributing to parents are in saleable condition. Once a parent accepts responsibility for them, they can only be returned to the troop (by the deadline) if they are not damaged. Cookies that have been left in the rain, left in the sun, dropped, or that have the perforated top opened when pulling them out of the cases, cannot be exchanged.
6. Give each girl an Order Card and envelope. Girls can use the Order Card to take orders from businesses, friends, family and neighbors. Once an order is received, she can advise the customer when she will be back to deliver their cookies because she has **COOKIES NOW**!
7. Be sure to reinforce to the parent/ guardian that the deadline to return cookies to the troop is February 16th. Parents not returning cookies by this date will be held financially responsible for all cookies still in their possession. Refer to the "**Returning Cookies to the Troop**" section for details.

NOTE: This is repetitive for a reason; <u>Girls are not required to sell a certain number of cookies</u>, regardless of the number of boxes that the Troop has ordered on their behalf or the troop goals that they have set. Please insure that you have spoken to your troop in regards to their goals before you commit your troop to cookies. Since cookies haven't been sold in advance of pick-up, (except for the friends and family pre-orders) the parent or guardian should not pick up more cookies than they feel comfortable accepting or being financially responsible for. **Be sure you have a signed <u>receipt</u> for ALL <u>cookies</u> you give or <u>money</u> you receive, even for ONE box, EVERY TIME. This will really help with post sale wrap-up.**

Cookie Storage

Cookies should be stored off the ground to prevent ants and insects from crawling into the cases. Keep cookies out of the sun and be mindful of storing them in hot places such as garages; no one wants to open a box of melted cookies. Be careful not to drop cases or boxes; no one wants to buy broken cookies. Please store cookies away from strong odors such as cigarette smoke, garage exhaust, and pungent foods.

<u>PLEASE Protect the product.</u>

COCO Direct-Cookie Command for Girls

COCO Direct is the girls' online "Cookie Command" center for their cookie business. COCO helps girls:

- Set their goal of how many packages of cookies they want to sell this year.
- Make plans for how they will reach their goals.
- Check how they're doing along the way.
- Send eCards to their friends and family to tell them that it's cookie time and ask for their support.

Girls can also see what their friends are doing and even send them cheers to help them along. Ready? Get them started by going to http://www.abcsmartcookies.com/COCO-1

IMPORTANT: Remember, it's always best to work online with an adult.

COCO now offers an online sale component whereby girls can send emails to friends and families, and cookies can be purchased online and delivered directly via the mail to their customers. When creating the COCO account, girls must use the same name as what the TCM has entered in SNAP+ to insure they are credited for their online sales. **A suggestion: create COCO accounts at parent/ girl cookie training for all girls with them then use the names from COCO for SNAP+.**

How is money credited into SNAP+ from online sales? COCO directly links to SNAP+. The girls will have girl payments added to their accounts, as well as box counts, and it will be noted as COCO Bank. If the girl's names do not match COCO to SNAP+, manual corrections will need to be made in SNAP+ to correct the girl's names. All online sales count towards rewards levels, as well as troop proceeds.

Cookie Share Program

The Cookie Share program is designed for customers to purchase cookies to be sent to deployed military, food banks, homeless shelters, etc. Through the regional Cookie Share program, customers can choose to donate to select organizations in their immediate region. The girls accept payment for the cookies at the time the customer places the Cookie Share order. Many customers will donate their change from the cookies they are purchasing. This money can be used to purchase Cookie Share cookies. If it's not in $5.00 increments, then the money can be combined with other customer's donations until they have enough for a box. Every box counts! Troops will be given Cookie Share customer receipts to use, should a customer request one. Receipts can be duplicated as necessary. These receipts are for the customer's records only, and do not need to be turned in at the end of the sale. The Military is our default organization for all Cookie Share donations.

Cookie Share donations should be tracked during the sale so that you know how many boxes were purchased. However, Cookie Share cookies will be accounted for at the end of the sale. Please refer to the "**Crediting Cookie Share Cookies to Girls**" and "**Physical vs. Virtual Cookie Share Cookies**" sections for details.

Crediting Cookie Share Cookies to Girls

Cookie Share cookies should be handled the same way as any other cookies sold, when giving girls credit for the sale. The only difference is that the customer isn't taking the cookies home with them.

If the girl personally sold the Cookie Share cookies, then the number of boxes that she sold should be transferred from the troop inventory to the girl, in SNAP+. Be sure not to "double-dip" as you may have already transferred the cookies to her, which would result in a double-entry. The girl is responsible for paying for the Cookie Share cookies that she sells.

If Cookie Share cookies are sold during booths, then the cookies should be added into the "*Booth Calculator*" for that day. Girls will get credit at the end of the sale when you transfer booth cookies to the girls. Money for these cookies should be deposited with your regular cookie booth deposits.

Troops have two options of dispersing the Cookie Share cookies that they sell. Troops can:
(1) Return Cookie Share cookies from troop inventory on March 11th; or
(2) Order the Cookie Share cookies virtually.

- Troops should track the number of Cookie Share boxes being sold, but should not actually remove them from their inventory. At the **end of the sale**, if the troop has cookies left in their inventory, then they can return them to GSSNV on March 11th.
- If the troop doesn't have cookies left over to fill their Cookie Share order, or if they don't have enough cookies left over, then they will order them by placing a Virtual Order as a Reorder using the Cookie Share box, in SNAP+. These cookies will have to be credited to the girls as listed in "**Crediting Cookie Share Cookies to Girls**."

Returning Cookies to the Troop

Since the cookies haven't been sold when they are distributed to the girls, the girls have a window in which they **CAN** return cookies to the troop. The deadline for girls to return cookies to the troop is February 16th and troops must accept them back. After February 16h, the parent or guardian will become financially responsible for the cookies. This deadline still gives the Troop plenty of time to sell the returned cookies during booth sales.

"I got 1st prize for selling the most cookies, but you'll have to pay for them 'cause Marmaduke ate them all."

SNAP+

Entering Girls in SNAP+

All girls' names must be entered into SNAP+ by January 10th. NOTE: It is very important that the *exact name and spelling* of the girl's name in SNAP+ is EXACTLY the same name that the parent will enter for COCO Direct. If they are not the same, the girl may not receive timely and accurate credit for cookies sold online, using COCO Direct.

Recognitions

Cumulative Girl Recognitions

Our cookie recognitions are cumulative up to 1,000 packages!!! The Per Girl Average and the Grand Cookie Club items are not cumulative.

36+ Boxes-Dream Design Do Theme Patch

75-199 Boxes-Achievement Bar Patches

200+ Boxes-Achievement Bar Patch

HedgeHog Lip Gloss
Girls must send out 12+ COCO Direct eCards for online sales.

200+ Boxes-Journal with Chroma Stix

300+ Boxes- 6 in 1 Scarf

400+ Boxes-

HedgeHog Plush Large
(Dimensions are **12”L x 7.5”W x 6”H)**

PGA Recognitions

(“PGA” = Per Girl Average)

This year, we are also offering Per Girl Average recognitions, calculated by the number of girls selling cookies divided by the number of boxes of cookies sold. To determine if your Troop qualifies to earn the PGA Troop Rewards, you will need to determine your Troop’s per girl average. To do this, divide the total number of boxes that your troop has sold, by the number of girls in your troop who are “participating” in the Cookie Sale. *Participation” means the girl has earned the theme patch by selling at least 36 boxes of cookies.

Example: 5,250 boxes sold ÷ 15 girls in troop participating in sale = 350 boxes Per Girl Average

250+ Per Girl Average-Adventure Backpack
Each girl who reaches the 250+ PGA receives the Adventure Backpack with a Girl Scout logo includes a lap blanket, water bottle, flashlight, glow bracelet, and a teddy bear. **The backpack will have a Girl Scout logo on it and may be different in color than that pictured.**

600+ Per Girl Average-Troop Limo Ride & Brunch with the CEO
A limousine ride with all of the girls who sold cookies in a troop will pick them up at GSSNV and take them to a fabulous brunch with the CEO. The limousine will return the girls back to GSSNV after the Brunch.

Grand Cookie Club

1,000 + Boxes-Lake Mead Dinner Cruise and a Session at Camp -AND-

The camp session does not include “Foxtail on the Road” and cannot be used for camp sessions that are not available. The Lake Mead Cruise is the cruise ship that tours Lake Mead and provides a dinner for the event. The date is to be determined.

1,500 + Boxes-Magical Princess Party for Daisies and Brownies-May 2016
The Magical Princess tea party includes a visit from real Disney princesses, costumes, a tea party lunch, fun games, and photos. Any Junior girl that has sold over 1,500 boxes may opt-in for this recognition instead of the Disney "Behind the Scenes" overnight stay. The date is to be determined.

1,500 + Boxes-Disneyland “Behind the Scenes” overnight stay for Juniors and Up
July 9, 2016
This is a trip to Disneyland, with a special “Behind the Scenes” tour that most people don’t get to see and an overnight stay at a nearby Girl Scout GSSNV. Any Junior Girl Scout that has sold over 1,500 boxes may opt-out of this recognition and instead elect the Magical Princess Party.

Troop Proceeds

Troops earn $0.95 for every box sold or $1.00 if all troop paperwork has been submitted timely, rules have been followed, and all funds have been remitted to GSSNV properly.

The cookie sale earnings belong to the entire troop, not the individual Girl Scout. Individual Girl Scouts earn recognitions; troops earn proceeds. Regardless of the amount of cookies that a girl sells, the proceeds earned for the Troop belong to the Troop, and are to be used for the entire Troop.

Opt-Out Option

This year, bridging Juniors, Cadettes, Seniors, and Ambassadors have the option to “Opt-Out” of the above rewards program. To qualify, all interested girls AND parents, must complete an Opt-Out form **for the entire troop**. Daisies, Brownies, and 4th Grade Juniors, do not qualify for this program. By doing so, girls will earn $1.15/$1.10 per box instead of $0.95/$1.00 per box in troop proceeds. When the Opt-Out Option is chosen, girls still qualify to receive a Theme Patch, Achievement bars, and a Hedgehog Lip gloss (if earned); along with the Per Girl Average recognitions (if earned). Girls may not opt out of the Grand Cookie Club.
NOTE: Opt-Out requests are due by Mega Drop cookie pick-up and are subject to verification.

Closing Out Your Sale

Your sale must be completed and closed out by March 7th. The following tasks must be completed:

- Confirm that the total number of cookies that SNAP+ shows as your troop being responsible for, is correct.
- Calculate all Cookie Share Cookies and distribute to girls.
- Make sure that your Troop inventory is at zero, unless you have bad debt (see bad debt section).
- Enter all of girl payments into SNAP+.
- Complete the “*Rewards Report*” in SNAP+.
- Deposit all remaining funds and obtain copies of bank statements or online print-outs.

Rewards Report in SNAP+

A Rewards Report from SNAP+ must be completed in order to receive your Troop's rewards. Refer to the "*SNAP+ Troop User Manual".* The Rewards Report must account for every box of cookies your troop received:
Initial Order
Cookies received at cupboard
Troop to Troop Transfers
Cookies returned by parents
Be sure that you have assigned all of the cookies in troop Inventory to the girls before running the report. Rewards are ordered directly from reports generated from SNAP+. If you have not assigned boxes of cookies to the girls by the deadline of March 7th this could cause your troop's rewards to be delayed.

Double-check your Rewards Report. You will only receive the exact number of patches and rewards listed in your totals. If the quantities are wrong, then your rewards will be wrong.

NOTE: The Service Unit Product Sales Manager will be given Volunteers patches for all TCM's and adult participants in the cookie sale. Please give the number of patches required to your Service Unit Product Sales Manager.

End of Sale Paper Review
At the end of the sale, all Troops should verify their Troop Balance Summary in SNAP+ and ensure they have enough money in their bank account for GSSNV to make its final sweep. Troops should make sure the numbers in SNAP+ correctly reflect your troop sales and that the girls are accurately credited with each sale.

At this time, it is a good idea to let the parents know what you have calculated for their girls' sales, so they can expect the appropriate rewards

Parent/Girl Training

Teaching Girl Scouts and their parents about the Cookie Sale is extremely important. It is mandatory for the **TCM** to schedule a Parent Meeting to discuss the Cookie Sale. Be sure to read this Manual and the 2016 Family Manual completely prior to your meeting, so that you can communicate the sale guidelines accurately. Besides informing the girls and parents of the requirements and expectations of the sale, a main component of the meeting should be goal setting. This is one of the five key elements of programming and MUST be discussed. Troops should also discuss how they intend to use their troop proceeds.

The *2016 Family Manual* has been designed as a tool for you to use when training parents and troops. Be sure to discuss everything in the Family Manual and make sure that both the adults and girls understand that by filling in the online form (online parent/ guardian permission slip) or the printed copy,, they are agreeing to all of the guidelines referenced in the Manual. A printed copy of the online form must be signed and kept in your troop binder.

TCM NOTE: While some families may not have access to the internet to complete the online parent/ guardian permission slip, **TCMs** should make every effort to assist families in completing the online permission slip. Bringing in a computer or tablet to the meeting or printing the confirmation email may be all a parent/ guardian needs to fulfill this obligation. If you need copies please do not hesitate to contact GSSNV for support.

Family Support is the Key to Success

Girls have greater success in Girl Scout Cookie Program activities when family adults are informed and involved. These tips will help you turn "cookie time" into "family time" and provide important ways that you can guide and support her to cookie success!

1. Make sure your Girl Scout is a registered member of Girl Scouts of the USA for the current Girl Scout membership year.
2. Attend her troop/ group cookie training. Be sure to ask the TCM of your Girl Scout's troop or group how you can help with meetings or with other tasks.
3. Understand "The 5 Skills for Girls" and how they impact your Girl Scout.
4. Work with her to set goals and track her progress. Encourage her to set up an account on COCO Direct, your Girl Scout's online Cookie Command for goal setting, planning and marketing.
5. Encourage her to make a telephone or email contact list of her friends and family. She can create and send eCards in the Online Cookie Marketing section of COCO.
6. Review and discuss Safety Guidelines.
7. Coach her in selling techniques, including how to share her goals, and suggest additional reasons to purchase cookies.
8. Accompany your Girl Scout to support her as she sells.
9. Discuss how you can help her reach her goals, such as giving rides when she needs them or safeguarding her cookie money. Remember, closing the sale is her responsibility.
10. Allow your Girl Scout to participate in a booth sale and volunteer to help. Be a driver or a supervising adult for a booth sale.
12. Check on her progress during the sale. Help her live by the Girl Scout Promise and Law, and discuss how it applies to business-ethics throughout the program. Let your friends know how proud you are of your Girl Scout and her participation in the Girl Scout Cookie Program.
13. Check out Girl Scout Shouts, a collection of fun badges and art designed for sharing via social media or printing. These can be found in your COCO account.

Girl and Adult Code of Conduct

Again this year, a Code of Conduct has been included in this *2016 Family Manual*. *Every* adult that will be working directly with a Girl Scout throughout the sale should read and must sign that they have read the Code of Conduct prior to the girl participating in the sale. Be sure to become familiar with the code for both girls and adults when facilitating behavior during the sale.

Unfortunately, if the code of conduct, that is in the family Manual, is not upheld or is in any way broken, the girl's sale will be immediately stopped. Due to inappropriate behavior, by overzealous families, we have had to spell out what appropriate conduct looks like and what is inappropriate behavior. As Girl Scouts, we represent the mission at all times and we need to insure that we are not forgetting that we are in the public's eye while assisting our girls reach their goals. Please note, when families assist their Girl's selling, even if they have not signed the family Manual permission slip, the signer is responsible for the behavior of all people assisting their child.

Unacceptable behavior by a volunteer, parent or guardian as listed below but not limited to, may result suspension or termination of any involvement in Girl Scouts:

1. Willful violation of Council or National Girl Scout Policies
2. Willful creation of discord
3. Violence of any kind
4. Child abuse – Neglect, physical injury, emotional maltreatment to include verbal and/or sexual abuse
5. Illegal drugs – use, sale, possession or being under the influence of illegal drugs at Girl Scout sponsored event
6. Improper conduct while under the influence of prescription drugs, including but not limited to transportation of girls while on a controlled substance.
7. Alcohol – Use or being under the influence of alcohol is prohibited at all program, activities and events
8. Smoking – Smoking in non-designated areas or in the presence of girls is prohibited
9. Firearms/Ammunition/Weapons – no firearms or weaponry shall be in the possession of, on the person or in a vehicle, of any Girl Scout member or non-member accompanying them
10. Inappropriate, abusive, profane or offensive language
11. Any inappropriate conduct, behavior or acts during Girl Scout Activities
12. Willful misuse of Council and/or troop funds
13. Harassment or intimidation, including sexual harassment or abusive behavior that creates a hostile environment

No Troop Divorces During the Sale

Unfortunately, the Cookie Sale often brings both the best and the worst out in adults. The end result often means troops wanting to split. This is often because of differences of opinions regarding how the TCM is running the sale, the way cookies are being credited, and how the proceeds will be spent. However, this dissension within the ranks can be emotional to the girls and detrimental to the troops. For these reasons, **Troops MAY NOT divorce, separate, or split-up during the sale.** Troops experiencing problems should contact GSSNV and request to speak to someone in the Membership department. They will help to resolve the situation until permanent solutions can be agreed upon after the sale. As part of the "*Troop Cookie Manager (TCM) Agreement*," the **TCM** will agree that "from Mega Drop to final Sweep, no troop may divorce."

NOTE: If things in a troop progress to the point that they can no longer work together, then their sale will come to an immediate stop. The balance due will be withdrawn from the troop bank account and their sale will be officially finished.

If a Girl Transfers Out During the Sale

If a girl chooses to leave your troop during the sale, the cookies must be paid for and/ or the new troop must be willing to accept the transfer of unsold cookies into her troop. What happens to the proceeds earned by the child leaving the troop or if the troop needs to reorganize? As per Policy Standards and Procedures; if a troop/group splits or separates into multiple troops/groups, the CEO or designated GSSNV staff, typically the Membership department, retains the right to mediate an equitable division of assets. However, please remember that the proceeds from any product sale are the property of the troop not any individual girl.

Cookies & Social Media

Girls **are** allowed to email friends and relatives before the sale, announcing that the sale begins on February 7thth. Girls **are** allowed to take orders via email **AFTER** the sale begins. Girls **are** allowed to advertise or post an ad/notice via Facebook or other social networking site both before and during the sale. The contact person in any advertisement must be an adult (parent or TCM). Never publish a girl's contact information.

Girls **are not** allowed to accept payment online, such as with PayPal. Cookies **CANNOT** be sold on EBay. Orders **CANNOT** be accepted before February 7th via the computer, a pledge made by a Facebook friend, etc. When friends respond with comments such as, "Put me down for …" the appropriate response must be, "Thank you for your pledge, we will contact you at the start of the sale!"

Parents and guardians should not use social media when feeling stressed about the amount of cookies remaining. Your Service Unit Product Sales Manager is there to help. Putting desperation emails on social media sites creates panic throughout the entire GSSNV. These posts will be deleted.

When troops need to cancel a booth, the TCM must cancel it through the Booth Scheduler in SNAP+. You may advertise that you are cancelling a booth through social media; however the person who "gets" the booth is the one who reserves it in SNAP+ not the one who arrives at the location first. New this year-the Cookie Finder App is updated now in real time via SNAP+; so it is very important that you cancel a booth as soon as it is known, so others may reserve it.

Girl Scout Promise and Law

All of our activities will in some way involve the Girl Scout Promise and Law or present skills that will help her to develop courage, confidence and character. Please help your Girl Scout learn the Girl Scout Promise and Law and the Girl Scout sign. The Girl Scout sign is shown by holding up the middle three fingers on the right hand pointing away from the body. It is usually shown when reciting the Girl Scouts Promise and Law. You'll be surprised how quickly she will learn these!

The Girl Scout Promise	**The Girl Scout Law**
On my honor, I will try: To serve God and my country, To help people at all times, And to live by the Girl Scout Law **Girl Scout Sign** 	I will do my best to be honest and fair, friendly and helpful, considerate and caring, courageous and strong, and responsible for what I say and do, to respect myself and others, respect authority, use resources wisely, make the world a better place, and be a sister to every Girl Scout.

The Parent Permission Form is available online and on the last page of this manual.

MY GIRL SCOUT IS
MONEY COUNTS
PART OF THE LARGEST GIRL-LED
BUSINESS IN THE WORLD.

Thank you to Parents and Family members for making a huge impact on your daughter's life.

HAVE FUN!

girl scouts of southern nevada

2016 Girl Scout Cookie Program Parent Permission Form

A parent/guardian must sign this form before a Girl Scout can participate in the cookie program.
Please be sure it is filled out completely and is returned to your daughter's Troop Cookie Manager.

On My Honor

All Girl Scouts who want to sell cookies are asked to sign this promise.
On my honor as a Girl Scout, my parents/guardians and I will follow all dates for the cookie program.

_____My Goal for this year is to sell _____ boxes of Girl Scout Cookies.
Girl Scout Signature (minimum 36 boxes)

My Girl Scout, _____who is a registered member of troop #_____, has permission to participate in the 2016 Cookie Program. I agree to accept responsibility for all products and money received. I have read and agreed to the rules and guidelines in the *2016 Family Manual*.

- Only go door-to-door with cookies in hand
- Collect money when cookies are delivered
- Order is due to Troop Cooke Manager by _____
- Turn in money frequently. Turn in money when you receive it.
- Last day to return unsold cookies to your Troop Cookie Manager is February 16, 2016
- Driver's license number and expiration date must be on checks
- Final payment is due to Troop Cookie Manager on March 7, 2016

Parent/Guardian_____Driver's License # _____ State
MANDATORY

Email address _____

Address_____City/Zip_____

Phone (cell) _____ (home)

Parent/Guardian_____Driver's License # _____ State
MANDATORY

Email address _____

Address_____ _City/Zip_____

Phone (cell) _____ (home)

I have read all the program materials and I understand that by signing my name and date below I agree to the accountabilities as outlined in the Cookie Program in the 2016 Family Manual. I understand that I am liable for all money I receive and in the event I do not pay for products, legal action will be taken.

Parent/Guardian Signature _____Date _____

Parent/Guardian Signature _____Date _____